GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:5099
ANSWERED ON:05.04.2017
Call Drops
Ashok Kumar Shri K.

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is true that the Cellular Operators Association of India (COAI) has requested for a meeting with the Government to discuss the issue of call drops;

(b) if so, the details thereof and the response of the Government thereto;

(c) whether the COAI has also stressed that the issue of call drops should be discussed and dealt with individually as technologies vary among telecom service providers; and

(d) if so, the details thereof and the response of the Government thereto?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (d) To address the problem of call drops, review meetings are held regularly in the Department of Telecommunications (DoT). Cellular Operators Association of India (COAI) also has been participating in such review meetings as an industry association. DoT has not received any request from COAI for a meeting to discuss the issue of call drops in last one year.
The Telecom Regulatory Authority of India (TRAI) has prescribed benchmarks for call drops through its Quality of Service (QoS) Regulations, which prescribe separate benchmarks for 2G and 3G technology. The compliance of QoS benchmarks by various Telecom Service Providers (TSPs) for call drops are also monitored by TRAI periodically, separately for 2G and 3G technologies as per the networks deployed by the respective TSPs. COAI vide its letter dated 18.10.2016 has submitted to TRAI that the parameters for the measurement (such as retainability, accessibility, voice quality, etc.) for all new technologies should also be on the same lines as those applied to 2G and 3G services and requested to TRAI that it should come out with a clear methodology for conducting drive tests on all new technologies such as VoLTE (Voice over Long Term Evolution). The TRAI is seized of the matter.

****